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**PATENT**  
Attorney Docket No. 207133  
Client Reference No.

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of:

Ronald L. DeLegge

Group Art Unit: Unassigned

Application No. 10/051,635

Examiner: Unassigned

Filed: January 18, 2002

For: SYSTEM AND METHOD FOR  
MEASURING QUALITY OF SERVICE  
RENDERED VIA MULTIPLE  
COMMUNICATION CHANNELS

**INFORMATION DISCLOSURE STATEMENT**

Mail Stop  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Pursuant to 37 CFR 1.97 and 1.98, the references listed on the enclosed Form PTO-1449 and/or Substitute Form PTO-1449 ("Form 1449") are submitted for consideration by the Examiner in the examination of the above-identified patent application.

The full consideration of the references in their entirety by the Examiner is respectfully requested and encouraged. Also, it is respectfully requested that the references be entered into the record of the present application and that the Examiner place his or her initials in the appropriate area on the enclosed Form 1449, thereby indicating the Examiner's consideration of each of the references.

The submission of the references listed on the Form 1449 is for the purpose of providing a complete record and is not a concession that the references listed thereon are prior art to the invention claimed in the patent application. The right is expressly reserved to establish an invention date earlier than the above-identified filing date in order to remove any reference submitted herewith as prior art should it be deemed appropriate to do so.

Further, the submission of the references is not to be taken as a concession that any reference represents art that is relevant or analogous to the claimed invention. Accordingly, the right to argue that any reference is not properly within the scope of prior art relevant to an examination of the claims in the above-identified application is also expressly reserved.

The Information Disclosure Statement is being filed:

- ☒ **within** any one of the following time periods: (a) within three months of the filing date of a national application other than a continued prosecution application under 37 CFR 1.53(d); (b) within three months of the date of entry of the national stage as

set forth in 37 CFR 1.491 of an international application; (c) before the mailing date of a first Office Action on the merits; or (d) before the mailing of a first Office Action after the filing of a request for continued examination under 37 CFR 1.114.

- ☐ **after** (a), (b), (c) or (d) above, but before the mailing date of a final action under 37 CFR 1.113, a Notice of Allowance under 37 CFR 1.311, or an action that otherwise closes prosecution in the application, and includes *one* of:
- ☐ the Statement under 37 CFR 1.97(e) (see "Statement under 37 CFR 1.97(e)" below).
- or*
- ☐ the fee of \$180 set forth in 37 CFR 1.17(p) (see "Fees" below).
- ☐ **after** the mailing date of a final action under 37 CFR 1.113 or a Notice of Allowance under 37 CFR 1.311, or an action that otherwise closes prosecution in the application, and on or before payment of the issue fee, and includes the Statement under 37 CFR 1.97(e) (see "Statement under 37 CFR 1.97(e)" below), and the fee of \$180 as set forth in 37 CFR 1.17(p) (see "Fees" below).
- ☐ **after** the mailing date of a Notice of Allowance under 37 CFR 1.311, and on or before payment of the issue fee, and **within** thirty days of receiving each item of information contained in the Information Disclosure Statement, and includes the Statement under 37 CFR 1.704(d) (see "Statement under 37 CFR 1.704(d)" below), and the fee of \$180 as set forth in 37 CFR 1.17(p) (see "Fees" below).

NOTE: This is for original applications except applications for a design patent, filed on or after May 29, 2000, wherein a paper containing only an Information Disclosure Statement in compliance with 37 CFR 1.97 and 1.98 is being filed.

#### Copies of the References

- ☒ Copies of all of the references listed on the enclosed Form 1449 are enclosed herewith.
- ☒ Copies of U.S. patents and patent applications that are listed on the accompanying Form 1449 are not enclosed herewith. Copies of other references identified on the accompanying Form 1449 are enclosed herewith.
- ☒ Attached to each reference not in the English language is a concise explanation of the relevance pursuant to 37 CFR 1.98(a)(3). An English-language equivalent/patent, or an English-language abstract, or an English-language version of the search report or action by a foreign patent office in a counterpart foreign application indicating the degree of relevance found by the foreign office is being submitted in lieu of a concise explanation of the relevance pursuant to 37 CFR 1.98(a)(3).
- ☐ A copy of the foreign search report is enclosed herewith.
- ☐ The references listed on the enclosed Form 1449 were previously identified in the parent application(s) of the present application, and copies of the references were

furnished at that time. Accordingly, additional copies of the references are not submitted herewith, so as not to burden the file with duplicate copies of references. The Examiner is respectfully requested to carefully review the references in accordance with the requirements set out in the Manual of Patent Examining Procedure. In accordance with 37 CFR 1.98(d), the details of the parent application(s) relied upon for an earlier filing date under 35 USC 120 in which copies of the references were previously furnished are set out below:

U.S. APPLICATIONS		Status ( <i>check one</i> )		
U.S. APPLICATIONS	U.S. FILING DATE	PATENTED	PENDING	ABANDONED
1.				
2.				
3.				

**Statement under 37 CFR 1.97(e)**

- ☐ The **undersigned** hereby states that each item of information contained in the Information Disclosure Statement was first cited in any communication from a foreign patent office in a counterpart foreign patent application not more than three months prior to the filing of the Information Disclosure Statement.
- ☐ The **undersigned** hereby states that no item of information contained in the Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart foreign patent application, and, to the knowledge of the undersigned after making reasonable inquiry, no item of information contained in the Information Disclosure Statement was known to any individual designated in 37 CFR 1.56(c) more than three months prior to the filing of the Information Disclosure Statement.

**Statement under 37 CFR 1.704(d)**

- ☐ The **undersigned** hereby states that each item of information contained in the Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart application and that this communication was not received by any individual designated in 37 CFR 1.56(c) more than thirty days prior to the filing of the Information Disclosure Statement.

**Fees**

- ☒ No fee is owed by the applicant(s).
- ☐ The **IDS Fee of \$180** under 37 CFR 1.17(p) is enclosed herewith.

In re Appln. of Ronald L. DeLegge  
Application No. 10/051,635

**Method of Payment of Fees**

- ☐ Attached is a check in the amount of \$ .  
☐ Charge Deposit Account No. 12-1216 in the amount of \$ . (A duplicate copy of this communication is enclosed for that purpose.)

**Authorization to Charge Additional Fees**

- ☒ If any additional fees are owed in connection with this communication, please charge Deposit Account No. 12-1216. (A duplicate copy of this communication is enclosed for that purpose.)

**Instructions as to Overpayment**

- ☒ Credit Account No. 12-1216.  
☐ Refund



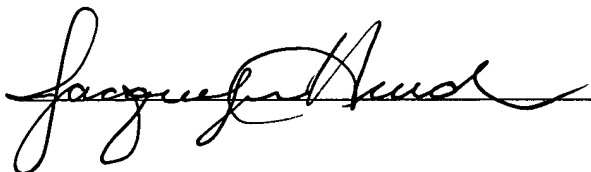
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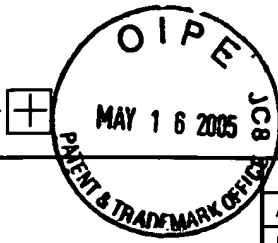
**CERTIFICATE OF MAILING**

I hereby certify that this INFORMATION DISCLOSURE STATEMENT (along with any documents referred to as being attached or enclosed) is being deposited with the United States Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to: Mail Stop , Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

Date: 5-11-05



Please type a plus sign (+) inside this box →



Substitute for form 1449A/B/PTO  <b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>  (Use as many sheets as necessary)				<b>Complete if Known</b>	
Sheet		1		of 1	
Application Number		10/051,635			
Filing Date		January 18, 2002			
First Named Inventor		DeLegge, Ronald L.			
Group Art Unit		Unassigned			
Examiner Name		Unassigned			
Attorney Docket Number		207133			
<b>OTHER - NON PATENT LITERATURE DOCUMENTS</b>					
Examiner Initials	Doc. No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number (s), publisher, city and/or country where published.	Translation		
			Yes	No**	
	AA	J.D. Power Asia Pacific Reports: <i>Honda Siel and Maruti Udyog Rank Highest in the 2000 India Customer Satisfaction Index Study</i> , October 23, 2000, pp. 1 - 4.			
	AB	American Customer Satisfaction Index: <i>Recent ACSI Scores for Q2 2004: Manufacturing/Durables and E-Business and What It Measures</i> ; <a href="http://www.theacsi.com">http://www.theacsi.com</a> ; pp. 1 of 2 and pp. 1-2.			
	AC	Keynote The Internet Performance Authority: <i>Keynote Debuts Streaming Index and Streaming Quality Scale; Establishes Industry's First Benchmark and Standard for Streaming Quality on the Web</i> ; <a href="http://www.keynote.com/news_events/releases_2000/00oct24.html">http://www.keynote.com/news_events/releases_2000/00oct24.html</a> ; October 26, 2000; pp. 1 - 5.			
	AD	Keynote The Internet Performance Authority: <i>Delivering the Mission-Critical Data You Need to Optimize End-User Experience</i> ; <a href="http://www.keynote.com">http://www.keynote.com</a> , pp. 1-2			
	AE	Gomez Internet Performance Management: <i>Gomez Performance Index Identifies Best Performing Brokerage Sites</i> ; <a href="http://www.gomez.com">http://www.gomez.com</a> ; pp. 1 - 3 (October 31, 2001)			
	AF	Brand Keys: <i>Syndicated Reports: Customer Loyalty Index</i> ; <a href="http://www.brandkeys.com/whatwedo/custompub.cfm">http://www.brandkeys.com/whatwedo/custompub.cfm</a> ; pp. 1 - 5.			
	AG	Clark, Philip B., <i>Online Service Flunks - Surveys find b-to-b companies failing to connect with buyers</i> ; BTOBONLINE.com; pp. 24-25 (May 28, 2001)			
	AH	Zimmerman, Christine, <i>Poor Online Service Could Kill Offline Sales</i> ; <a href="http://www.internetweek.com">www.internetweek.com</a> ; Internet Week, p. 9 (March 26, 2001)			
	AI	Internet Week; <i>E-Business of The Week Web Site Data</i> ; <a href="http://www.internetweek.com">http://www.internetweek.com</a> ; p. 41 (November 19, 2001)			
	AJ	Keynote The Internet Performance Authority: <i>Keynote Web Broker Trading Index</i> ; <a href="http://www.keynote.com/company/overview/public_broker/broker_index.html">http://www.keynote.com/company/overview/public_broker/broker_index.html</a> ; pp. 1-3 (December 2001)			
	AK	Yahoo Finance: <i>Keynote Simplifies Web Transaction Measurement and Management With Transaction Perspective 3.0</i> ; Keynote Systems; <a href="http://biz.yahoo.com/bw/o11203/30814_1.html">http://biz.yahoo.com/bw/o11203/30814_1.html</a> ; pp.1-4 (December 2001)			
	AL	Boyd, Jade et al.; <i>Customer Service Turns Practical</i> ; <a href="http://www.internetweek.com">http://www.internetweek.com</a>			
	AM	Barstein, Fred; <i>Tracking Satisfaction</i> ; Human Resource Executive, (May 1999)			
	AN	Satmetrix; <i>Elevate the Competition</i> ; Satmetrix Systems, Inc.; <a href="http://www.satmetrix.com">www.satmetrix.com</a> ; pp. 1-3 (2001)			
	AO	Hyle, Robert; <i>Business Calling</i> ; Technology Decisions			
	AP	Hirschfeld, Simon; <i>Study: Airline Service Worsens For Another Year</i> ; Yahoo Inc., and Reuters Limited pp. 1-3 and p. 1 of 2 (graphic) (2001)			
	AQ	APQC; <i>Making the most of customer relationships</i> ; <a href="http://www.apqc.org/cfs/">www.apqc.org/cfs/</a> ; APQC, pp. 1-2 (2001)			
	AR	ACSI-Methodology; <i>ACSI Methodology-Measurements</i> ; <a href="http://www.bus.umich.edu/research/nqrc/method.html">http://www/bus.umich.edu/research/nqrc/method.html</a> (2002)			
	AS	LOMA, et al.; <i>Call Center For Benchmarking Products</i> ; <a href="http://www.loma.org/benchmarkproducts.htm">http://www.loma.org/benchmarkproducts.htm</a> ; (2001)			
	AT	Wilson, Tim; <i>Lessons Learned-Some sites benefit from post-Sept. 11 upgrades; others standing still</i> ; Internetweek; <a href="http://www.internetweek.com">http://www.internetweek.com</a> ; p. 1 and p. 38 (Nov. 19, 2002)			

Examiner Signature	Date Considered
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\* A concise statement of relevance is being submitted in lieu of a translation. 37 CFR 1.98(a)(3).  
 + An English-language equivalent/patent, or an English-language abstract, or an English-language version of the search report or action by a foreign patent office in a counterpart foreign application indicating the degree of relevance found by the foreign office is being submitted in lieu of a concise explanation of relevance under 37 CFR 1.98(a)(3).